



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO REGION
INDIAN HEALTH SERVICE



VACANCY ANNOUNCEMENT

FD-08-100

OPENING DATE

September 26, 2008

CLOSING DATE

October 9, 2008

POSITION

Medical Support Assistant (OA)

LOCATION AND DUTY STATION

Nursing Department, Emergency Care
Fort Defiance Indian Hospital Fort Defiance, Arizona

GRADE/SALARY

GS-0679-04, \$26,569 – 34,545 Per Annum

NUMBER OF VACANCIES

One (1) Vacancy: PCN: 154817

APPOINTMENT-

■ PERMANENT

WORK SCHEDULE

■ FULL-TIME**

AREA OF CONSIDERATION

■ COMMUTING AREA

SUPERVISORY/MANAGERIAL

■ NO

PROMOTIONAL POTENTIAL

■ NO KNOWN POTENTIAL

HOUSING

■ PRIVATE HOUSING ONLY

TRAVEL/MOVING

■ NO EXPENSES PAID

**Incumbent may be required to work on a rotating basis for evening, weekend and holidays.

DUTIES: Registers for medical records of patients receiving care in the Emergency Room utilizing RPMS. Assists in the identification of patients as necessary. Assures that patients are properly logged into the ER logbook and patient forms are instituted. Interprets/ translates for patients, nurses, and doctors. Assures that physician orders such as labs, x-rays, referrals, etc., are transferred to the appropriate request forms and routes them to the appropriate dept. Delivers lab specimens with appropriate requisition, maintaining Universal Precautions. Files results of various tests and visit records in the patient's medical record. Prepares patient records for discharge, transfer, or admission. Verifies completeness of records, ensuring that all necessary documents are filed before the medical record is returned. Provides notification of admission to Admissions Office. Provides notification of transfers to Contract Care utilizing RPMS. Assists nursing staff with transport transfer arrangements. Receives telephone calls to the unit and directs calls to the appropriate party. Refers callers directly to persons designated or to supervisor or staff members when technical matters are involved. Routes correspondence appropriately via mail, fax, computer, etc. Assists with scheduling appointments for various specialty clinics/ NUC/PEDS. Arranges for patient appointments and referrals to outside agencies/physicians. Utilizes the RPMS appt system when scheduling patient follow-up appointments. Performs general and specialized typing, utilizing word processing, computer software, and printing equipment. Performs other necessary clerical tasks including, but not limited to Xeroxing. Assists the dept with QA/PI Program with clerical functions, data collection and retrieval of data from the ER log. Assists staff in the orientation of new personnel. Orders and maintains stock of clerical supplies for the unit, following policy in ordering supplies. Maintains and stocks all categories of M-32 billing system appropriately. Assists with the M-32 circulation in the ER. Ensures copies of blank M-32 encounter forms are in the medical chart for each ER encounter. Assists in the unit, facility IOP, CMS programs as assigned. Assists with patient satisfaction survey. Supports and promotes unit, facility and Indian Health Services vision and mission objectives. Performs special assignments as requested to fulfill objectives of the unit or the facility.

QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

POSITIVE EDUCATION REQUIRED: NO

LICENSURE REQUIRED: NO

BASIC QUALIFICATIONS: Candidates must have 52 weeks of general experience at the GS-03 grade level to qualify for the GS-04 grade level.

THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT ®

GENERAL EXPERIENCE: Progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.



PROFICIENCY REQUIREMENTS: In addition to meeting experience or education requirements, applicants must present evidence of passing the typing proficiency from a school or other organization authorized to issue such certificate (*40 wpm typing speed; WPM are based on five minute sample with three or fewer errors. Certification must be within the last three years*). Self-certifications will NOT be accepted. **Typing Proficiency Certificate must be attached to your application.** To make an appointment for a typing test, contact the HR front desk at 928-729-8258.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: Successfully completed education of two (2) years of education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite is creditable. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. *In order to obtain educational credit, you are required to submit a copy of official transcript(s) by the closing date of this announcement.*

SELECTIVE PLACEMENT FACTOR: NONE

TIME-IN-GRADE REQUIREMENTS: A candidate may be advanced to a position in grade GS-5 or below if:

- (1) The position is no more than two grades above the lowest grade level he/she held within the proceeding year under non-temporary appointment; or
- (2) He/she met the above restriction for advancement of the grade of the position to be filled, at any time in the past; or
- (3) He/she previously held a position to be filled, at any time under any type of appointment.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-after-competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

CONDITION OF EMPLOYMENT: Immunization Requirement - All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position, which requires regular work at a Service Unit.

REASONABLE ACCOMMODATION: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

NOTE: Refer to OPM Operating Manual Qualification Standard Handbook or IHS Excepted Service Qualification Standard, Series GS-679 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your servicing Personnel Office.

WHO MAY APPLY

Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligibles (e.g., reinstatement eligibles and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Excepted Federal Service who are entitled to Indian Preference.

Excepted Service Examining Plan (ESEP) Candidates: Applications will be accepted from individuals entitled to Indian Preference. Current Permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates **MUST** indicate on their application whether their application is submitted under the IHS Excepted Service Examining Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service-connected disability).

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP):

If you are a displaced Federal employee, you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.
 - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is being terminated; or
 4. Upon receipt of a RIF separation notice returned on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in lieu of RIF"; OR
 5. Retired under the discontinued service retirement option; or
 6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area. OR
 - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337 (h) or 8456 or Title 5 United States Code.
2. Be applying for position as or below the grade level of the position from which you have been separated. The position at or below must not have a greater promotion potential than the position from which you are separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc)
6. Be rated well qualified (a score of 80 on a rating scale of 70 to 100) for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to this position. To receive full credit for your qualifications, provide a narrative statement, which describes fully all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishments and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for determining whether or not you are highly qualified for the position. Describe your qualification in each of the following.

1. Ability to organize and keep medical records, department records, manuals and files.
2. Knowledge of medical supply.
3. Ability to organize and prioritize a variety of tasks.
4. Ability to communicate verbally and in writing.
5. Knowledge of basic computer skills.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS.

NOTE: The *Declaration for Federal Employment (OF-306)* and *IHS Addendum to the Declaration for Federal Employment* must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding "yes" to any one of the two questions on the *Addendum* can make you ineligible for employment in this position. **If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.**

THIS POSITION HAS BEEN IDENTIFIED AS A UFMS CRITICAL USER FOR LEVEL V or Level VI THEREFORE A Background Security clearance is required.

"DESIGNATION OF CHILD CARE POSITION UNDER PL 101-630 AND PL 101-647"

HOW & WHERE TO APPLY: All applicants must submit one of the following to the Fort Defiance Indian Hospital, Personnel Department, P. O. Box 649, Fort Defiance, AZ 86504, by the close of business (5:00 PM) on the closing date. For more information contact: Sarah V. Morgan, HR Specialist at (928) 729-82655.

1. OF-612, Optional Application for Federal Employment;
2. Resume; or,
3. Other written application format plus college transcripts, a copy of your most recent performance appraisal any other necessary documentation pertinent to the position being filled.

A **copy** of an **Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432**, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but **MUST** state that such documentation is contained in their Official Personnel Folder.

INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with Zip Code) and Day and Evening Phone Numbers (with Area Codes).
3. Social Security Number.
4. Country of Citizenship.
5. Veteran's Preference Certificate: DD-214, indicating discharge and/or SF-15 if claiming 10point preference. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles.
6. Copy of the latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest Federal civilian grade held (give series and dates held).
8. High School: Name, City, State (Zip Code if known) and date of Diploma or GED.
9. Colleges and Universities: Name, City, State (Zip Code if known), majors, type and year of any degrees received (if no degree, show total semester or quarter hours earned); preferably attach transcripts.
10. Work Experience (Paid and Non-Paid): Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month/year), hours per week, and salary.
11. Indicate if we may contact your current supervisor.
12. Job related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.

NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training, and/or experience.

ADDITIONAL SELECTIONS: Additional or alternate selections may be made within 90 days from the date the certificate was issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than this, the IHS is an Equal Opportunity Employer.

VETERANS PREFERENCE: Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after three (3) years or more of continuous active service may apply.

SELECTIVE SERVICE CERTIFICATION: If you are male born after 12-31-59, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System. You must submit a copy of the Selective Service Registration to verify compliance.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

Human Resource Clearance

Date

EACH APPLICATION FORM AND DOCUMENT MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER – FD-08-100. THE APPLICANT BEFORE SUBMISSION MUST DUPLICATE ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS, AS WE DO NOT HONOR XEROX REQUESTS. THE APPLICATION AND ATTACHMENTS BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED. ORIGINAL SIGNATURES ARE REQUIRED ON THE APPLICATION FORM AND THE SUPPLEMENTAL QUESTIONNAIRE. ONLY MATERIAL SUBMITTED BY THE CLOSING DATE WILL BE CONSIDERED.

Electronic or faxed application or documents will not be accepted.

Applications mailed using government postage or through an internal government mail system will not be considered.

SUPPLEMENTAL QUESTIONNAIRE
Medical Support Assistant (OA), GS-679-04

1. **ABILITY TO ORGANIZE AND KEEP MEDICAL RECORDS, DEPARTMENT RECORDS, MANUALS AND FILES.** The person in this position must have the ability to keep and work with medical records and department records, manuals and files organized. What in your background indicates you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

2. **KNOWLEDGE OF MEDICAL SUPPLY.** The person in this position should have the knowledge of various disposable and reusable (sterilized) items for patient care, trays and sets, instruments, equipment, solutions and various other medical supply items. What in your background indicates you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

3. **ABILITY TO ORGANIZE AND PRIORITIZE A VARIETY OF TASKS.** The person in this position should have the ability to organize work and prioritize tasks with little or no supervision in accordance with established policies and practices of the department. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

4. **ABILITY TO COMMUNICATE VERBALLY AND IN WRITING.** The person in this position should have the ability to effectively express oneself orally to a variety of individuals, i.e., patients, patient's family, visitors and staff, for the purpose of giving and obtaining information. This ability should also include the ability to effectively communicate in writing using correct grammar and language when typing memos, meeting minutes and other correspondence. What in your background indicates you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

5. **KNOWLEDGE OF BASIC COMPUTER SKILLS.** The person in this position must be able to operate a personal computer and utilize programs such as: MS Word, Excel, Access, Power point, and E-mail. What in your background indicates you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number)

CERTIFICATION

I CERTIFY that all of the statement made in the above questionnaire are true, complete, and correct to the best of my knowledge and belief, and are made in good faith.

Signature

Date